

WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES	
Title: <b>CONSUMER INFORMED CHOICE</b>	
Policy Number: <b>4.02</b>	
Effective Date: <b>5/1/97</b>	Page <b>1</b> of <b>2</b>
Lead Department: <b>REHABILITATION COUNSELING DIVISION</b>	

### **OBJECTIVE:**

To assure that each consumer, including applicants, have the opportunity to make decisions based on informed choice throughout the process of application through service delivery in compliance with DRS policy and Federal regulation (34CFR 361.52).

### **POLICY:**

The WWRC Rehabilitation Counselor shall inform the consumer at admission and throughout the WWRC program of the opportunity to make informed choices regarding the WWRC service program.

Staff shall communicate with the consumer using the appropriate mode of communication. Staff shall inform Consumers with cognitive or other disabilities who require assistance in exercising informed choice of the availability of support services for assistance. These support services include the use of a representative, an interpreter and/or assistive technology. Examples of methods, which may be used to provide sufficient information, include:

- Referral to disability advocacy groups, including the WWRC Student Advisory Council
- Provision of information on services available at WWRC,
- Provision of information on services available elsewhere should WWRC services not be appropriate or acceptable,
- Provision of information on relevant accreditation or certification of service providers,
- Periodic consumer satisfaction surveys,
- Availability of Public Hearings on services and programs

### **COUNSELING PRACTICE:**

As choices regarding a vocation goal, rehabilitation objectives, services or service providers are required, the counselor must provide the consumer (or representative) with relevant information or assistance in obtaining relevant information to assist in the decision making process. This must include, at a minimum, information relating to the:

1. cost,
2. accessibility,
3. consumer satisfaction with services (to the extent available),

4. qualification of potential service providers,
5. types of services offered by the providers, and
6. the degree to which services are provided in an integrated setting.

When the counselor and consumer cannot reach such a mutually agreed upon decision, the counselor shall inform the consumer of the consumer's rights and avenues of appeal.

The choice made by the consumer during the WWRC services process shall be recorded in the case notes.

Revised 1/98, 1/99, 12/00, 5/07, 5/11  
Reviewed 8/01, 6/02, 12/03, 5/07, 7/08